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| **General Profile – Support Adviser**  **Factor** | **Roles at this job family level typically require the roleholder to:** | |
| Knowledge, Skills and Expertise |  Learn and apply skills to deliver outputs related to own role.   Apply established work procedures and techniques.   Answer queries of other employees and customers but in most cases refer on more complex queries. | |
| Management of Resources/Leadership |  Contribute to the delivery of team targets and objectives.   Work on own initiative under the guidance and direction of others.   Develop own capability and train new colleagues or those in similar roles on new or improved work methods and approaches. | |
| Complexity of Problems/Challenges |  Deal with the day to day resolution of problems to complete assigned tasks, processes and activities.   Deal with problems that will typically relate to the collection and interpretation of regular/standard data or customer information using established methods. | |
| Relationships & Influencing |  Build constructive working relationships within a team or project, and/or with external contacts.   Respond to internal/external client requests by eliciting, exchanging and conveying routine information and messages.   Work with others to provide services and support – within defined processes. | |
| Impact |  Influence the performance of own role’s tasks and activities within a service or project, typically affecting individual internal/external customers.   Make decisions relating to the completion of own work to appropriate standards. | |
| **General Profile – Adviser**  **Factor** | | **Roles at this job family level typically require the roleholder to:** | |
| Knowledge, Skills and Expertise | |  Apply technical and job-related skills and knowledge to deliver targets in well-defined work areas.   Have a good knowledge and experience in the day-to-day application of work procedures, relevant frameworks and techniques. | |
| Management of Resources/Leadership | |  Be responsible for the monitoring and delivery of specific targets and activities in support of team objectives   Coach and support colleagues to develop their capability and expertise.   Utilise own time and effort and deliver value for money in all activities and tasks.   Contribute to reviews of performance, systems and processes and seek opportunities for improvements, enhancements and innovation. | |
| Complexity of Problems/Challenges | |  Deal with issues and problems relating to the maintenance and co-ordination of established service delivery approaches in own work area.   Resolve problems which require researching and organising information within a relatively structured and defined area of activity. Apply judgement when recommending or taking an appropriate course of action. | |
| Relationships & Influencing | |  Represent the work area internally and externally, including giving advice, guidance, seeking and clarifying information.   Work with individual stakeholders/customers/client groups in own work area to take forward objectives, targets and activities on the basis of understanding and consultation. May take the lead with certain stakeholders/customers to secure ownership of the work, understanding and agreement. | |
| Impact | |  Influence the performance of personal and team delivery targets typically affecting a number of internal/external customers.   Influence the improvement and development of the team’s policies and processes and of Natural England’s products, services, and processes as they are perceived by customers/stakeholders.   Make decisions relating to the routine delivery of products, services or advice to individual clients/groups within clear procedural guidelines and policy frameworks; applies precedent. | |

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| **General Profile – Lead Adviser**  **Factor** | **Roles at this job family level typically require the roleholder to:** |
| Knowledge, Skills and Expertise |  Apply a range of technical and job-related skills and professional knowledge to deliver targets in largely defined work areas; may be considered a regional expert in area of work (or)   Apply specialist knowledge of an environmental area (such as Landscapes, Marine, Biodiversity etc) to provide advice to others in the achievement of their targets; may be considered a regional expert in the specialist area of work.   Have a thorough knowledge and experience in the day-to-day application of work procedures, relevant frameworks and techniques as well as an understanding of underlying rationale/issues. |
| Management of Resources/Leadership |  Be responsible for the delivery of a number of targets in support of a specific project or programme of work; in more specialist roles, may utilise and deploy own and other resources to research, implement policy and provide advice, delivering value for money as part of a project or team.   Lead on projects and be responsible for planning, organising, monitoring and measuring delivery against agreed priorities; focus on project and programme resources and so may hold responsibility for an allocated budget and the efforts of project members.   Support more managers by providing ongoing guidance and, in some cases, management of others on work assignments or projects.   Review project team results and advisory outcomes and explore opportunities for improvements, enhancements and/or innovations. |
| Complexity of Problems/Challenges |  Deal with issues relating to the handling of more complex or contentious day to day problems including the implementation and delivery of projects and services, which may require co-ordination with other related areas, activities or specialisms (or)   Deal with issues concerning the provision of specialist advice on complex or contentious day to day problems relating to the implementation and delivery of projects and services (typically at a regional level).   Resolve problems that involve detailed investigation and analysis and the exercise of judgement in making recommendations or determining appropriate action. This may involve the application of different techniques and methods, testing options and interpretation of results as the basis for proposals or recommendations. |
| Relationships & Influencing |  Build relationships with a range of internal and external contacts to develop shared understanding of issues and interests specific to the work area, specialism or project.   Work with a range of partners, customers and colleagues to ensure delivery plans and actions reflect all of the relevant issues to be tackled and achieve the best outcomes. |
| Impact |  Influence the delivery of a number of regional/national targets within a work area or project either directly through own work or when managing the work of others, or indirectly through the provision of specialist advice and guidance to delivery teams.   Make decisions typically within existing frameworks that may have significant impact on the performance of a work area or project and/or influence the processes, systems and standards to deliver objectives and targets. |

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| **General Profile – Senior Adviser**  **Factor** | **Roles at this job family level typically require the roleholder to:** |
| Knowledge, Skills and Expertise |  Apply a broad knowledge of Natural England’s purpose, and the relevant frameworks and practical activities/approaches needed to deliver project results and when contributing to wider Natural England work programmes.   Act as a key reference point and source of detailed expertise and objective advice in a specific professional field or area of operation within the organisation and/or externally. |
| Management of Resources/Leadership |  Lead, or make a significant contribution in own area of expertise to the delivery or development of Natural England-wide or regional/area: strategy, programmes, projects or operations.   Manage multidisciplinary project teams working in more than one location, monitor and manage assigned budgets and be responsible for securing people resources from line managers and other project teams.   Organise and deploy resources agreed with the Team Leader(s) to drive continuing improvement of outcomes and deliver value for money within a project or area of operation.   Put in place project standards, processes and systems to ensure delivery of high quality outcomes to internal and external customers.   Monitor and review the progress against delivery plans, including budget expenditure and forecasting, in order to explore opportunities for improvements, enhancements or innovation, as well as providing feedback to Manager/Team Leader(s) to support individual performance reviews. |
| Complexity of Problems/Challenges |  Deal with issues relating to the delivery of significant project or service outcomes which may require integration with other related work areas, activities or specialisms/interdependencies with other projects.   Resolve problems which involve considering new approaches, testing options, judgement and interpretation in making recommendations or determining appropriate action. |
| Relationships & Influencing |  Engage continuously with colleagues and partners to deliver Natural England outcomes. This might include negotiating to gain resources required to delivery project outcomes; fostering a shared understanding of issues and interests and gaining buy-in to the prioritisation of specific work area or project targets.   Play a lead role in internal and perhaps national networks/communities to exchange information and best practice on the delivery of specific service and project outcomes. |
| Impact |  Influence the delivery of a number of regional/national targets as a senior contributor in a functional group or when leading project teams.   Make decisions that impact on the performance of a number of interdependent work areas and projects and are likely to affect a range of internal and external customers and stakeholders. |

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| **General Profile – Specialist**  **Factor** | **Roles at this job family level typically require the roleholder to:** | |
| Knowledge, Skills and Expertise |  Apply knowledge of a specific specialism (e.g. landscape, climate change); understand the broader context within which this specialism sits within Natural England.   Be considered a technical expert in their area of specialism within Natural England.   Maintain and build knowledge from external sources and networks to ensure skill and expertise remain current and relevant to the role.   Apply effective communications skills (verbal and written) in communicating about their specialism to specific audiences (staff, scientific/technical groups). | |
| Management of Resources/Leadership |  Under direction of a senior/principal specialist, make a significant contribution in own area of specialism to the development and/or delivery of Natural England-wide or regional/area: strategy, programme or evidence base.   Utilise and deploy resources allocated to managing small projects or, in some cases, research in own area (which may include responsibility for research grants/funds).   Provide training and coaching to other staff both within own area or across Natural England | |
| Complexity of Problems/Challenges |  Inform the development of fundamental Natural England programme or provision of advice in a highly specialised environmental, social of economic area, often building on existing guidance or thinking.   Resolve problems which may involve considering existing guidance or precedent, testing options, the application of judgement and interpretation when making recommendations or determining appropriate advice. | |
| Relationships & Influencing |  Play a support role in internal networks/communities to exchange information and ideas in specific specialist area.   Work with external stakeholders to influence wider evidence base development and/or policy agendas in area of specialism towards the direction of outcomes sought by Natural England. | |
| Impact |  Inform the development and implementation of Natural England-wide strategy/programme in a specific environmental, social or economic specialism.   Make decisions and provide advice to internal and external customers in area of specialism that makes a contribution to the successful achievement of Natural England environmental outcomes. | |
| **General Profile – Senior Specialist**  **Factor** | | **Roles at this job family level typically require the roleholder to:** | |
| Knowledge, Skills and Expertise | |  Apply a deep knowledge of a specific and complex specialism (e.g. landscape, climate change); understand the broader context within which this specialism sits within Natural England.   Be considered the recognised expert in their individual area of specialism within Natural England, with clear external profile and credibility.   Maintain and build knowledge from external sources and networks to ensure skill and expertise remain current and relevant to the role.   Apply effective communications skills (verbal and written) in communicating about their specialism to multiple audiences (staff, public, stakeholders, scientific/technical groups) | |
| Management of Resources/Leadership | |  Lead, or make a significant contribution in own area of specialism to the development and/or delivery of Natural England-wide or regional/area: strategy, programme or evidence base.   Utilise and deploy resources allocated to managing projects or, in some cases, research in own area (which may include responsibility for research grants/funds).   Provide training and coaching to other staff both within own area or across Natural England and where appropriate through wider knowledge tours/skills events for all levels in Natural England.   Provide feedback to line managers on the performance of individuals. | |
| Complexity of Problems/Challenges | |  Deal with issues concerning the development of fundamental Natural England strategy/programme or provision of advice in a highly specialised environmental, social of economic area where there is typically no obvious solution.   Resolve problems which may involve considering new approaches, testing options, considerable judgement and interpretation in making recommendations or determining appropriate advice. | |
| Relationships & Influencing | |  Play a lead role in internal and perhaps national networks/communities to exchange information and ideas in specific specialist area.   Work with external stakeholders to influence national evidence base development and/or policy agendas in area of specialism towards the direction of outcomes sought by Natural England. | |
| Impact | |  Influence the development and implementation of Natural England-wide strategy/programme in a specific and complex environmental, social or economic specialism.   Make decisions and provide advice to internal and external customers in area of specialism that is key to successful achievement of Natural England environmental outcomes. | |